

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES  
FRIDAY, JANUARY 12, 2006

PRESENT:	Douglas Aiken, Chairman	NH Association of Fire Chiefs
	James Linehan, Vice Chair	NH Sheriffs Association
	William Wood, Secretary	NH Div. of Fire Standards and Training & EMS
	Kathryn Bailey	NH Public Utilities Commission
	Mark Violette	NH Telephone Association
	Paul Szoc	NH Federation of Fire Mutual Aids
	Donald Hill	Commissioner, Dept. of Admin. Svs.
	Frederick Booth	NH Department of Safety
	Brett Scholbe	Professional Firefighters of NH
	David Caron	NH Municipal Association
	James Valiquet	NH Association of Chiefs of Police
	George Valliere	NH Police Officer
ABSENT:	Jill Healy Wurm	Verizon
	Richard Bernard	Public Member
OBSERVERS:	Bruce G. Cheney, ENP	Director, NHBEC
	Peter A. DeNutte, ENP	Assistant Director, NHBEC
	Jayne Rayno	TDS Telecom
	Brian Lovell	TDS Telecom
	Leland Willette	TDS Telecom
	Michael Geary	Training Manager/HR Rep., NHBEC
	Kelly Grant	Chief of PSAP Operations, NHBEC
	Jack O'Connor	Public Education Officer, NHBEC
	Robert Brown	IT Manager, NHBEC
	Wanda Hemeon	Public Information Rep., NHBEC
	Janice Locke	Administrative Secretary, NHBEC

The E9-1-1 Commission (Commission) meeting held at the New Hampshire Department of Safety, First Floor Conference Room, 33 Hazen Drive, Concord, New Hampshire was called to order at 11:30 AM by Chairman Douglas Aiken.

Chairman Aiken introduced Lieutenant Brett Scholbe of Derry Fire Department to the Commission members. Lieutenant Scholbe is the Director of Communications and IT. Lieutenant Scholbe represents the Professional Firefighters of NH (PFFNH) on the Commission.

**1. Approval of the Minutes of the September 23, 2005 NH Enhanced 9-1-1 Commission Meeting.**

**Vice Chairman Linehan motioned for approval of the September 23, 2005 meeting minutes. Commissioner Szoc seconded the motion. Unanimously approved.**

**OLD BUSINESS**

**2. Director's Report**

**2.A. Report of the Fiscal Year 2005 (FY05) Surcharge Receipts**

**2.A.1. Discuss year to date expenditures and surcharge revenue**

a. Director Cheney reported that the surcharge is providing operational maintenance at the current level.

**2.A.2. Discuss Adequacy of Current Surcharge**

a. Director Cheney reported that although the surcharge is holding its own, it is not enough to pay for all of the costs of running the Bureau of Emergency Communications (Bureau). There will need to be an emergency meeting sometime in February or March to discuss a possible surcharge increase. The Bureau is not prepared to discuss this today because of cost recovery issues with the cellular carriers.

**2.B. Report on Mapping Status**

**2.B.1. Update on Mapping Progress**

a. IT Manager Brown reported that the field work is going well. Field work in Bedford, Conway, Greenville, Lancaster and Warner has been completed since the last Commission meeting.

b. Since September, road map sets, map books, and digital data for 27 towns have been produced. Maintenance is becoming a much larger portion of the Mapping Department effort. There have been numerous requests for the 11 x 17 map books. The Bureau has purchased two plotters to keep up with the demand.

## **2.C. Report on Phase I and II**

a. Assistant Director DeNutte reported all cellular companies are now Phase II compliant. RCC in Vermont became Phase II compliant during the last quarter of 2005.

b. Assistant Commissioner Sweeney, Director Cheney, Assistant Director DeNutte, and Attorney Douglas Patch met yesterday, in executive session, with the Senate Finance Committee to discuss HB 460. The Committee voted unanimously to recommend passage of the bill. The bill will now go back to the full Senate. The Senate wants the Commission to review the cellular cost recovery invoices for reasonableness.

## **2.D Report on Public Safety Answering Point (PSAP) Operations**

a. Chief of PSAP Operations Grant reported on the following:

- In 2005, Supervisors completed 5,554 Telecommunicator (TC) call reviews. The 2005 call volume included 396,314 calls and 70,071 were emergency medical services (EMS) calls. The busiest time period was June, July, and August with over 37,000 calls. The most common EMS call complaint was for "falls" (9,725).
- Six TC hires remain on the training program. They began taking EMS 9-1-1 calls on December 30, 2005. The new TC's should be assigned shifts on February 3, 2006.
- One TC resigned to go to Rochester Fire Department.
- One Supervisor has been hired.
- After completing the survey mentioned at the last meeting, therapy dogs were brought into the Public Safety Answering Point (PSAP). They will be coming into the PSAP once a month for about an hour. The reception for doing that was tremendous.
- The TC's have been testing new PSAP chairs and the bid process has been initiated.
- PSAP work schedules have been adjusted to accommodate TC's who are enrolled in both bachelor (2) or masters degree (2) programs.
- Assistant Director DeNutte has authorized a stand-alone position in the PSAP which assists in the mentoring phase. This allows new trainees to use the Emergency Medical Dispatch (EMD) ProQA process and protocols in a

mentoring-type phase. This allows for increased familiarization with the EMD computer system.

- There were 213 hospital diversion notifications handled by 9-1-1 in 2005. Exeter Hospital had the largest amount (82). Director Cheney advised that the Hospital Diversion process will be expanding to a statewide program.

b. Commissioner Szoc inquired about potential salary increases for the TC's. Director Cheney noted the Bureau is planning on addressing the issue once other financial project issues are resolved. The Bureau will ask the Division of Personnel to review any requests.

## **2.E Report on EMD**

### **2.E.1. Protocol Compliance Reports**

a. Chief of PSAP Operations Grant reported EMD protocol compliance for 2005 was 97.92%. A 2005 EMD "Master Dispatch Analysis" report was distributed to the Commission. The document includes totals for the 32 chief complaint categories.

## **2.F. Status of Training**

### **2.F.1. Status of Training**

a. Training Manager Geary reported on the status of in-house training activities. There are seven TC positions currently open and the Bureau has started testing for the next round of hiring. Jack O'Connor will be providing a series of continuing education classes on New Hampshire geography to all PSAP staff. The Bureau is coordinating with the Fire Academy to certify instructors in the National Incident Management System (NIMS) 700 basic course.

### **2.F.2. Human Resources**

a. Training Manager Geary reported that the Bureau is continuing to post and hire for positions as quickly as possible. The Bureau's average turnover rate over the last four years is 26 percent. The two primary reasons for leaving are salary and stress.

### **2.F.3. Outside Agency Assistance**

a. Training Manager Geary reported on the following assistance to local agencies:

- Portsmouth Police Department communications hiring and scheduling of an Associated Public Communications Officers (APCO) Basic TC course.
- Rochester for hiring and APCO course programming.
- State Police has inquired about the Bureau's training program and is interested in having their staff participate.

#### **2.F.4. Status of Administrative Rules**

a. Training Manager Geary reported he is working with Safety Attorney Marta Modigliani on the financial rules. The Department of Revenue Administration is reviewing the rules.

b. Training Manager Geary anticipates submitting rules to the Joint Legislative Committee for Administrative Rules (JLCAR) this spring.

#### **2.G. Status of Public Education**

##### **2.G.1. Update of recent appearances**

a. Public Information Rep. Hemeon reported that in October the Bureau manned a 9-1-1 display at Franklin Fire Department's Open House, the Sandwich Fair, the Bedford Fire Department's Open House, and the North Country EMS Conference in Bartlett. The Bureau hosted German delegates with a PSAP tour. In November, the Bureau manned a 9-1-1 display at the Local Government Center Conference in Manchester.

##### **2.G.2. Report on upcoming presentations**

a. Public Information Rep. Hemeon reported that upcoming public education appearances are scheduled for Weeks Medical Center-Lancaster, Sullivan Fire/Rescue, a Jaffrey EMT class, and Manchester locations including the Farm & Forest Expo, Parkside Middle School, and West High School.

#### **2.H Status of Public Relations**

a. Public Information Rep. Hemeon reported the New Hampshire Vision and Hearing Network appreciated the Braille Harry Potter books donated to them by the TC's. A certificate will be given to the PSAP from the E9-1-1 Commission as recognition of their generosity.

b. Public Information Rep. Hemeon reported that the agency newsletter is in the printing process. She and Jim Van Dongen, Bureau of Emergency Management, have worked out a dissemination schedule. They also discussed an electronic version of the newsletter which would decrease the printing costs.

c. Public Information Rep. Hemeon met with the Emergency Interpreter Referral Service (EIRS) group. They have a new phone for the hearing impaired. It is called a CapTel phone. The phone allows hearing impaired people to speak and the response comes back to them using a TTY.

## **2.I. Interim Findings of the Performance Audit**

a. Assistant Director DeNutte reported the findings of the audit should be available tomorrow. The auditors found the Bureau functions well overall. A copy of the report will be mailed to each Commissioner. The audit report will be going to the General Court's Fiscal Committee on Monday, January 23, 2006. All Commission members are encouraged to attend.

## **3. Contractor's Report**

### **3.A. Verizon**

#### **3.A.1. Report on Network and CPE**

a. Verizon Representative John Eon was unable to attend the meeting.

### **3.B. TDS**

#### **3.B.1. Report on CPE**

a. TDS Telecom Representative Willette reported that TDS and CML have not been involved in any installation activities in Laconia since the last meeting. They are waiting for revisions in the plan schedule for the move and the activation of the PSAP in Laconia. He pointed out that in the past they had talked about a test period of two weeks to go through the equipment. Because of the passage of time, the test period will likely be longer than that. They will be working with the Bureau staff to make sure the installation finishes smoothly. Assistant Director DeNutte stated that Plant Equipment has acquired CML. He has already been contacted by the President of Plant Equipment to make sure the transition goes smoothly.

12:20 PM – Commissioner James Valiquet arrived.

## **NEW BUSINESS**

## **4. Correspondence**

- a. Chairman Aiken noted that the Commission packets included correspondence highlighting exemplary actions by TC's. He expressed his appreciation for sharing these with the Commission.

## **5. New Business**

### **5.A. Personnel**

- a. No report.

### **5.B. Discuss Progress on Network Contract and Database Development**

- a. Assistant Director DeNutte reported Safety staff met with Verizon and their lawyer on December 7, 2005. They discussed the issues the Bureau has with the network contract. Verizon was to research and respond to specific information on pricing and contract terms within a four-week timeframe. Verizon did not meet the deadline of January 4, 2006. The Commission will meet in February 2006 to discuss network contract progress.

- b. A discussion of the database contract ensued. The State of New Hampshire paid for the creation of the database and owns it. The Bureau is now prepared to take over the database. In any future database contract with Verizon, Verizon will not take any responsibility for the validity of the data they provide to the Bureau from the independent telephone companies. **Vice Chairman Linehan motioned for the Commission to vote to vigorously move forward on the database issue by having the Bureau of Emergency Communications take over the database issue forthwith. Commissioner Szoc seconded the motion. Unanimously approved.**

### **5.C. Discuss the Move to Laconia**

- a. Chairman Aiken reported that the move to Laconia is contingent upon the database contract.

### **5.D. Discuss VOIP Resolution**

- a. Assistant Director DeNutte reported the Bureau has asked Vonage not to forward 9-1-1 calls to local police and fire stations. Presently, the VOIP companies are sending their calls to a Canadian call center. That center has obtained a nationwide list of police and fire stations they send the calls to. In the future, the VOIP companies intend to contract with Level III to send voice calls through them.
- b. Chairman Aiken suggested that the Bureau warn the public that some VOIP providers are unable to report their location to us. **Vice Chairman Linehan motioned that the Bureau staff get a public announcement out to the press**

**about the dangers of the VOIP calling as it relates to ANI and ALI. Commissioner Valliere seconded the motion. Unanimously approved.**

**5.E. Status of EOC Project**

- a. Assistant Director DeNutte reported the Emergency Operations Center (EOC) construction in Concord is progressing well with a tentative completion date of August 2006.

**5.F. Status of Location Software**

- a. Assistant Director DeNutte reported that the location software is installed, but is contingent upon Laconia opening. It is configured to receive the feed from Intrado and TCS through the Bureau's database solution.

**5.G. Status of Web EOC**

- a. Assistant Director DeNutte reported that Office of Information Technology (OIT) and Bureau of Emergency Management (BEM) staff are working with IT Manager Brown to complete the Web EOC project.

**5.H. Status of Valor Systems and ProQA Contract Extensions**

- a. Assistant Director DeNutte stated that approval of both contract extensions is in process.

**6. Adjournment**

- a. The next meeting will be scheduled in the month of February 2006.
- b. **Commissioner Booth motioned to adjourn the meeting. Commissioner Szoc seconded the motion. Unanimously approved.**

The meeting was adjourned at 1:20 PM.

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William Wood, Secretary  
Enhanced 9-1-1 Commission